

*K. Gandy*

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NOTE TO: 

Nancy, we've really got some good secretaries here in OIT. We also have several bad ones. Regarding your request on secretarial training.... Let's start with EOD's. Training in the basic functions of the secretary ought to be administered b4 the secretary enters on duty. The basics should include grammar, editing/proofing and protocol (especially phone answering). We recently acquired a secretary that cannot write a simple sentence. Once a secretary EOD's, then we should establish an OIT familiarization period to teach the new EOD how we do business in OIT. This training should not just be limited to EOD's, but secretaries that are reassigned into OIT. In just about every recent secretarial acquisition, training was provided by a harried junior/senior secretary on a time-available basis. The consequences of this piecemeal approach contribute to an overall lack of efficiency for a prolonged period of time.

In summary, if the Agency could ensure that individuals hired for a secretarial position had the basic requisites before they showed up at the component AND that the component could provide a comprehensive period of training/indoctrination before they were actually assigned down in the ranks, we would all be better off.